

The Telecommunications Council meeting was held on Tuesday, January 4, 2005 at 7:30 p.m. in the Council Chambers of City Hall at Showers, 401 N. Morton Street, Bloomington, Indiana.

**REGULAR MEETING
OF THE TCC**

ROLL CALL

Present: Eric Ost
Suzann Owen
Duane Busick
Carl Zager
Jesse Strycker

Others Christina Fulton, Public Works
Present: Leigh Hays, Engineering Department
Michael White, CATS
Wendy Henry and Chris Wallace,
Insight Communications
Phil Meyer, WTIU

**ACCEPTANCE OF
MINUTES**

Carl Zager moved to approve the December 7, 2004 minutes with changes requested. Suzann Owen seconded the motion. Motion passed 5-0.

PUBLIC COMMENT

None

BTC MEMBERS

Carl Zager told the council that he had sent a letter to Mayor Kruzan, on behalf of the TCC, regarding the role of the TCC. He stated that he had been in contact with both Mayor Kruzan and

Rick Dietz about the role of the TCC and that he expected more meetings in the near future to try and get a clearer outline for the TCC and its role for the future. Zager stated that Mayor Kruzan had a lot of support to bundle all aspects of cable and communications. Mr. Zager made motion to hold the election for a new President, Vice President, and Third Officer. Mr. Zager stated at the last meeting he would step down as council President. Jesse Strycker thought it would be a good idea for everyone to move up a seat in the council, therefore, nominating Duane Busick as President, Jesse Strycker as Vice President, and Suzann Owen as Third Chair. Suzann Owen seconded the idea. . Mr. Zager closed the nominations. All council members were in agreement with five Ayes. The 2005 TCC officers are Duane Busick President, Jesse Strycker Vice President, and Suzann Owen Third Chair.

WTIU

Phil Meyer stated the agreement between the City and WTIU expires on February 24, 2005. Mr. Meyer stated he sent this information to Christina Fulton regarding the renewal and Ms. Fulton stated that she would get the information passed along to Michael Flory in City Legal to see what needs to be done so that the agreement could be redrafted Ms. Fulton stated she would update the council at the next meeting. Mr. Meyer updated the council members in regards to the hardware and software that WTIU is acquiring for school closings and stated that they hoped it would be implemented as soon as possible, but that this was still a work in progress and that the council will be made aware when the program is running and able to serve the public.

CATS

Michael White stated that CATS is working on making their county television and meeting productions more cost effective. Mr. White stated that the county productions are the most costly for CATS than any other production they do, and they are trying to find ways to cut those costs. Mr. Busick asked if there are certain guidelines for shows that CATS will or will not show on their channels since people may abuse the fact that it is public access and think they have the ability to turn in any recording they make. Mr. White stated that the shows that are seen on CATS fall under the Freedom of Speech Act. They do not totally police the shows

due to this reason. Ms. Owen asked if CATS had a policy to protect viewers from being exploited by groups with their own agendas and if there were time restraints that help the public from getting out of hand when they do send in a recording. Mr. White stated there really was not one in place for that. Mr. Busick also wanted to mention that Cyndi Gray will be attending TCC meetings with Mr. White. She is Mr. White's assistant at the Monroe County Public Library. Mr. Busick wanted to thank David Walter from CATS for all the help he gives high school students experimenting with video making and video productions.

INSIGHT **COMMUNICATIONS**

Wendy Henry informed the council aware that there was a rate increase that was going to be effective beginning on February 1. The increase was only going to effect Classic service. Jesse Strycker asked if customers were being given any kind of notice as to the rate increase. Ms. Henry stated that customers are usually given up to forty-five days notice when an increase is going to take place. Ms. Henry introduced Chris Wallace to the meeting. Mr. Wallace is a Technician Manager for Insight Communications. Ms. Henry brought Mr. Wallace to the meeting so that the council could meet a staff member that works in the field for the company and so that Mr. Wallace could take part in the council meeting. Ms. Henry stated that in the Monthly Subscriber Report that the Premium category has been growing progressively but Digital category has been sloping in sales. Ms. Henry also mentioned that the call center had a thirty percent drop in customer complaints over the month for Broadband. There was a seventy percent increase in customer satisfaction in repair, billing, and customer service. Ms. Henry stated that Insight does their realignment for Broadband in between the hours of midnight and two in the morning to try and cause the least problems for subscribers. Eric Ost asked about Channel 35, the Insight infomercial channel, being out of service for a few days. Ms. Henry stated that the infomercial was actually played off of a DVD player and they ran into problems with the player and had not put the infomercial back on yet. At meeting time, Ms. Henry stated that Insight was looking to invest more money in the equipment for this channel. Ms. Henry also made the council aware that now when the technicians go out to a home to turn on a customer's service they have to call in each channel to the office instead of having the capability to do this on site with their equipment. Ms. Owen asked about channel 96 and whether or not it was out of the Anderson office. Ms. Henry confirmed it was out of the Anderson office.

Ms. Henry also stated that Channel 96 would be hosting high school games from around the county.

OLD BUSINESS

The council's progress in regarding the future role of the TCC.

None

NEW BUSINESS

Carl Zager announced that the next regular meeting is Tuesday February 1, 2005 at 7:30 P.M. and then motioned to adjourn.

ADJOURNMENT